Tenth Annual Finance Conference

Employee/Member Self Service (E/MSS)

Renaissance Cleveland Hotel

Tower City Center

Cleveland, Ohio

March 29, 2000

Presenter

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DFAS-CL

E/MSS Agenda

- **E/MSS**
  - About E/MSS
  - Phases
  - Security
  - Publicity
- **Personal Identification Number (PIN) Features**
- **LES via E/MSS**
  - Features
  - Current Status

What Is E/MSS? (Benefits)

- Allows DFAS customers to make changes directly to their own pay accounts in a secure electronic environment

- Uses Interactive Voice Response (IVR) and Internet/Web based technologies

- Employee/member satisfaction

- Customer support/field office savings

- Center savings

- General

E/MSS Phases
Phase 1

- **Phase 1 (Retirees, Annuitants, Civilians, Marines) - February 2000**
  - Start/change/stop EFT allotments
  - Change net pay direct deposit information
  - Change federal income tax withholding information
  - Change correspondence/home address information (web only)

Phase 1

cont'd

- **Phase 1.1**
  - LES via E/MSS
- **Phase 1.2 (DJMS) - July 2000**
  - E/MSS Transactions
    - Change net pay direct deposit information
    - Change federal income tax withholding information
  - LES via E/MSS
- **Phase 1.2.a (DJMS) - TBD**
  - Start/change/stop EFT allotments
  - Change correspondence/home address information E/MSS

Phase 2

- **Phase 2 - TBD**
  - All systems:
    - Change bond address/amount information
    - Change state income tax withholding information
    - Reissue of tax statements
    - Requests for forms and publications
    - Pay certifications for retirees
    - Change of work/home phone numbers (MCTFS)
    - Military pre-retirement requests

Security

- **Current Environment:**

  - Paper-based Paper/Mail-based; several sets of "hands" between customer and input of customer's transaction

  - Data Transmitted "Clear" Text Over Network

Security

- **E/MSS - Increased Security Over Current Environment**:
  - Secure Socket Layer (SSL) Protocol w/128 Bit Encryption
  - Firewalls/Virtual Private Network (VPN)
  - MQSeries Communications Software
  - E/MSS security Certification and Accreditation in accordance with DoD DITSCAP
  - E/MSS security reviewed/approved by DoD Command, Control, Communications and Intelligence (C3I)

Publicity

- **Customer Partnership**

- **PIN Letters**

- **Brochures**

- **News Release**

- **Video/Posters**

- **Electronic**
  - Demo Site - emssdemo.dfas.mil
  - DFAS Home Page - www.dfas.mil

- **Other**

Personal Identification Number (PIN) Features

- Customer is assigned new, randomly generated temporary PIN

- Customer customizes PIN with initial E/MSS access

- On-line PIN change capability

- PINs stored/secured on Master PIN Database (MPDB)

- PINs will be deleted once the user is no longer on any pay system

Features

- **Upon initial access, customer supplies information for future on-line user identity re-validation**

- **PIN reset required upon 3 invalid attempts**

- **User may request permanent deactivation of PIN**

- **Customer Support Unit in place**

LES via E/MSS Features

- **Display of Current and Last 2 LESs via E/MSS**

  - No E-mail address entry required - "Pull" Function

  - Available as Option on Web Module Main Menu

  - LES display will mirror current LES format

  - Print and download capabilities

Features

- **Mailed Hard Copy Toggle Option:**

  - Off – Cease mail of hard copy

  - On – Re-start mail of hard copy

  - Toggle Option available via E/MSS Web and/or IVR Modules

Current Status

- **Currently developing/refining:**
  - Software/hardware requirements
  - Cost determination
  - Detailed implementation timeline
- **Initial implementation for civilians and marines**
- **Retirees and annuitants to follow**
- **Not available for DJMS until E/MSS available**
  - Currently scheduled for July 2000